



CALIFORNIA STATE UNIVERSITY, LONG BEACH

Subject: Procedures for Submitting Service Requests	
Department: Facilities Management	Reference No.:
Division: Administration & Finance	Issue Date: July 2003
References: NA	Revision Date: January 2009
Web Links: NA	Expiration Date: NA

Departments may select the following methods for submitting service requests:

I. Web Based

Departments requesting any type of service may request services via the web if they are approved requestors. Approved requestors are those individuals which have been granted access to Facilities Management Work Request web site via the Access Request form (<http://www.ppfm.csulb.edu>). The web site allows the user to submit service requests, search and track status/cost of all service requests, regardless of the method used to submit for those requests submitted by their respective department.

The web based Work Request method should be used for all service requests, except those involving emergency or other repairs which pose an immediate health, safety, or security problem. Examples of these emergency requests include reports of downed electrical wires, running water from valves or toilets, burned-out lamps, downed trees, stuck elevators, broken glass, rooms that are too cold or hot, etc. These types of problems should be reported to Facilities Management immediately by calling ext. 5-4357. If service is required at times other than regular business hours, call Public Safety (ext.5-4101) to report the problem.

When a web based Work Request is received by Facilities Management it is automatically logged into the computerized maintenance management system. A review of the request will be conducted to determine if the requested work is routine maintenance or non-routine chargeable. If it is determined to be routine maintenance it will be scheduled for completion. If it is categorized as non-routine work, the Customer Service Center (CSC) will first ensure that the requesting department has completed the web based Work Request including a valid account number to be charged and that the requestor is an authorized signature authority. If the requestor is not an authorized signature authority it is automatically electronically routed to the signature authority for the originating department without being processed. The authorized signature authority can review, modify, approve and deny the request electronically. After the Work Request is approved and satisfactorily completed, it will be processed in the same manner as the Traditional Form (See #2 below).

II. Traditional (Hard Copy Form)

Departments requesting any type of service may complete a Service Order Form and submit it via the appropriate administrator to Facilities Management. These multi-part forms are available through CSC. Instructions for completing the request are printed on the reverse side of the form.

The Service Order Form should be used for all service requests, except those involving emergency or other repairs which pose an immediate health, safety, or security problem. Examples of these emergency requests include reports of downed electrical wires, running water from valves or toilets, burned-out lamps, downed trees, stuck elevators, broken glass, rooms that are too cold or hot, etc. These types of problems should be reported to Facilities Management immediately by calling ext. 5-4357. If service is required at times other than regular business hours, call Public Safety (ext.5-4101) to report the problem.

A review of the request will be conducted to determine if the requested work is routine maintenance or non-routine chargeable. If it is determined to be routine maintenance it will be scheduled for completion. If it is categorized as non-routine work, the CSC will first ensure that the requesting department has completed the Service Order Form



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including a valid account number to be charged and the signature of the appropriate administrator. If the Service Order Form is not completed, it will be returned to the originating department without being processed. After the Service Order Form is satisfactorily completed, it will be processed in the following manner:

A.) Service Requests Costing \$500 or Less

Service requests readily identified by Facilities Management as costing \$500 or less will be scheduled and billed for actual time and material. Detailed cost estimates on these types of service requests may not be done. (The minimum range of these estimates--\$0 - \$550—is equal to the break value of \$500 for these service requests.) Departments may request detailed cost estimates on these service requests but should consider their obligation to pay for the cost of the detailed estimate if they elect not to have the requested service done.

B.) Service Requests Costing Over \$500

Service requests identified as costing more than \$500 may be scheduled and billed by the detailed cost estimate or the actual time and material cost method. This option is determined by filling in the appropriate box on the Service Order Form.

FORMS: http://www.ppfm.csulb.edu/web/docs/access_request.xls